

## Appendix F2: Interview Protocol

### Interview Question Script, *Maryland Infant Mortality Study/African American and Rural Community Infants: Interviews and Inventories of Current Services and Community-Health Worker/Pregnancy Navigator Programs*

Thank you for meeting with us today.

The University of Maryland School of Public Health is conducting a study for the Maryland Healthcare Commission to better understand infant mortality among African Americans and in rural communities. Today, we're most interested in discussing community health worker and healthcare navigator services for pregnant women. There are many terms for someone who helps pregnant women navigate the various medical services that she may need, find community resources, answer questions, and assist with decisions about her health and pregnancy-related care. This support person may be referred to as a maternity navigator, pregnancy coordinator, nurse, doula, midwife, or perinatal educator. They may work for a medical center or system, government agency, or community-based organization; or may be self-employed.

You signed a study participation consent form earlier. Do you have any questions about that? Just a reminder that we keep all of your personal information private, and that if you request anonymity, we will not use your name in all transcriptions or discussion of your insights in any publication.

We are planning to record today's session so that we can go back later and remember what you said. Do we have your consent to start the recorder? *<if yes, start recording. If no, ask if can take notes>*

1. The first thing that we would like to talk about is your experience with programs that provide this type of health-related support to pregnant women. Could you please describe the programs that you work with or have experience with?

**Probe:**

- a. How does the program work?
- b. What is the job title and requirements for these providers?
- c. How does a woman enter the program?
- d. What services are offered? Frequency and duration of services?
- e. Where are the services provided?
- f. Costs or fees associated?

2. Tell me about the care coordination and linkages to the community. How is it set up?

**Probe**

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- a. Is it a standardized system or does each community health worker have to make their own connections? How do the community health workers find out about community resources?
  - b. Is there a system for making referrals to providers and community services or sharing electronic records?
3. What do you think these programs do well? What is missing or redundant?
4. What agency or organization would be the best to administer a statewide network of perinatal navigator services? Why?
5. Based on your experience, what do you think pregnant women and their families really need in order to have healthy pregnancies and healthy babies?

**Probe:**

- a. What you think are the most essential supports for pregnant women?
  - b. What kinds of services *don't* need to be included?
6. Now, here's your chance to dream.... If you could design any kind of statewide program or legislation to prevent infant deaths, what would it look like? (It doesn't have to include a health navigator or fit into a specific budget).

Thank you so much for everything you share today. We greatly appreciate your assistance with understanding the needs of women and their babies in order to support for her health and well-being.

Is there anything that we haven't discussed today that you think we should know?

If you think of anything later, you're always welcome to contact us through the Principal Investigator, Marian Moser Jones. Her email is [moserj@umd.edu](mailto:moserj@umd.edu) and her contact information is on the consent form. Also you could contact Marie Thoma, the co-investigator.